

# CPSA 26 Family Survey Comments

Question 27: What has been the most helpful thing about the services you and your child received over the last 6 months?

Medication

The group activities and counseling and medication

I can tell the doctor what medications I feel work best for my child.

Even though we live in Sierra Vista we use a therapist from Bisbee and she is wonderful. She has had training that is right on target with my family's needs.

I found that when we needed SEABHS they were there for our child and backed us in our decisions for her future even when CPS seemed to be fighting against us.

It helped get our family more together.

Determination of child's problem with assistance of medication.

Making sure my oldest got medications and my little one is still trying to understand things.

Getting the medications and seeing the doctor. I think that did the most good for her.

Getting meds and seeing the doctor. I think did the most for her.

The doctor was very helpful in all aspects of our meetings. If any changes are necessary he fully explains everything.

Prescription refills at any time.

The medications because they are provided free of charge. Otherwise they are very expensive per month.

Her talking over problems and somewhat being able to accept responsibility for her actions. Adjusting her meds.

To talk with other people about problems.

The counselor my child is seeing has been very helpful and sensitive to my family's needs.

# CPSA 26 Family Survey Comments

Question 27: What has been the most helpful thing about the services you and your child received over the last 6 months?

They were all very nice to me and I wish to award them all. They are very good people.

The thing that helped him the most was the six months of therapy and the patience and caring of the therapist.

# CPSA 26 Family Survey Comments

Question 28: What would you recommend to improve services?

Not have evening groups have appointment. Available after school not be so far away.

Have better trained staff. Try to improve services you just do not have staff qualified to handle our situation.

We are very disgusted with the high turnover rate in therapists and psychiatrists. My son finally bands and is comfortable with the people working with him and then they quit. This is especially hard on my son because he has an attachment disorder.

More education and therapy for Reactive Attachment disorder. Our child's therapist comes from Tucson, Esperro, to Seirra Vista and I'd like SEABHS to provide Sensory Intergration also.

Appointments are too far away. Maybe more staff is needed.

Informing parents more thoroughly of sessions held without parents' interaction.

Getting staff more information on what needs to be done. When you have more than one person involved it can be hard making all the appointments.

Have staff more informed about what needs to be done. Making all the appointments can be difficult if you have more than one child involved.

I feel at this time everything is going well.

Pay counselors more to keep them there. Too many leave in a short time.

The staff should get to know the children or at least the doctor who is dispensing the medications.

I would recommend that services might be available for a few hours on Saturday's.

Nothing, I am satisfied with my services.

# CPSA 27 Family Survey Comments

Question 27: What has been the most helpful thing about the services you and your child received over the last 6 months?

I felt that (Client name) had someone to talk too.

The counselor related very well and has been able to get her to talk.

The Dr. is open to my ideas.

Putting my child on Ritalin helped him tremendously.

The service that my grandson has been receiving has been very helpful to him and his behavioral.

My son's counselor is there when my son needed to talk.

Went to counseling at his school. Has gone out of her way to be there for our family.

That everybody was there if we had to change our time or for medication over the phone.

Their sincere desire to help her recover from substance abuse and grief counseling.

Not much

The only good thing is Esperero Family Center. They are knowledgeable, caring people.

Nothing because of this, we no longer take advantage of the services grantee under our adoption sibling.

Finding out that (Client name) had OCD

# CPSA 27 Family Survey Comments

Question 27: What has been the most helpful thing about the services you and your child received over the last 6 months?

It finally got a counselor to help him with his problems.

The medication, anger control and art.

The In-home counseling and school.

Medication & Therapy medication & Therapy

The classes

The doctor has willing to add other medication and is available even at his private office.

We appreciate the support we received from the therapist but she was not very available.

Anger Management.

The counselors.

Intermountain Services placed my son with a foster parent, which has had a positive impact on him. Intermountain has done everything possible to work with my son and with me.

Being able to contact the behavior specialist when we needed to. We even have her pager number.

He 's been able to focus better on his schoolwork.

My child is very difficult so I feel they have helped as much as anyone can. But, he's not much better yet. But when I needed them after something happened at school they got right back to me and helped me then.

# CPSA 27 Family Survey Comments

Question 27: What has been the most helpful thing about the services you and your child received over the last 6 months?

Diagnosis

Parenting Skills Bonding

Being able to get medications. Being able to talk to counselor.

Social skills class. Therapy not very consistent and has not seen a therapist for six months.

What helped the most for my child was the treatment given. Made her self-esteem rise.

What helped my child was having the parents involved. It motivated him more.

Quick attention for making appointments.

Behavior changed dramatically with the therapy and counseling.

Therapy

The therapy sessions that my son finally was approved for (which took almost a year) is helping but a lot has to be done since it took too long.

Her psychiatrist recommended a new therapist (psychologist) at which point we got a new caseworker at Providence and things are beginning to improve.

The medications our child gets help him sleep at night and to help him wake up in the mornings.

The doctor listening and knowing what my son needed.

# CPSA 27 Family Survey Comments

Question 27: What has been the most helpful thing about the services you and your child received over the last 6 months?

The doctor talking with me about my daughter.

Being able to understand his sickness a little bit more.

Services were convenient; some therapists were professional but would not stay.

Self-esteem and coping with a divorced unstable ex-wife/mother.

Her therapist goal was getting my Granddaughter feeling safe and secure and always thinking of her feelings on her level and not on an adult's level! Good person.

Therapist coming to our home and working with all three grandchildren at one time the truth comes out.

Nothing. Counseling at Providence did nothing for my son. We will not be returning.

The staff was willing to work as a team and make recommendations to the CPS system as well as to our family. The counselors have been good listeners.

The provider saw the client twice. Treatment plan called for 2-4 months. Child was subsequently arrested and placed on JIPS. Provider was absolutely useless.

# CPSA 27 Family Survey Comments

Question 28: What would you recommend to improve services?

I think your services are great.

Perhaps home visits at unplanned times.

None

Nothing

To me it's already has very good services

The only thing I can think of is I have left messages with the receptionist several times.

That never got to the counselor/Doctor. And counter staff should be friendly.

We are very happy with everything and everyone has done. I don't think I would

More supervision over staff.

Clinic where services are received are very in organized their appointment scheduling are very bad sometimes even if you have a set appt. you still have to wait over time hrs.

Don't use providence-they are uneducated and only motivated by \$. The therapists are uneducated.

Staff needs to listen better & not try to repeat unsuccessful approaches also, behavior that interrupts family life should be considered inappropriate even if the provider



# CPSA 27 Family Survey Comments

Question 28: What would you recommend to improve services?

Counseling

To help me more with my behavior.

It's has been hard, very hard. I have nothing to recommend.

Faster evaluation, diagnosis to quickly respond and find better treatment.

Less telephone recordings and more people contact on the phone.

To have a person to talk to when problems come up.

Have later hours or weekends for counseling.

You need many more therapists. Ours had for too big a caseload and we chose to go to a private facility where we paid to see someone more frequently.

More intense staffing with psychiatrists and counselor.

More staff.

I recommend that a child like my son should be placed immediately instead of waiting until the family's resources are strained to the breaking point. La Frontera never provided appropriate services for him.

Make it easier to see the psychiatrist.

Improve services.

# CPSA 27 Family Survey Comments

Question 28: What would you recommend to improve services?

If someone would go to the school meeting with me and help the school to understand more and to see the way he's acting at school.

More options in treatments in autism.

More home therapy sessions.

Get more counselors. I lost my first counselor I was use to because of you large turnover. My present counselor doesn't have time to see me weekly and sometime I only got to see her monthly. You need more counselors.

Using same therapist for long period of time. Closer facilities and longer sessions.

No changes. Very satisfied.

Having people get school placement for an ADHD child. This is hard for a parent to do.

Feel treatment given. Not necessary to change anything.

Happy with the person I have now.

Continue with therapy.

In our case better communication between the psychiatrist and school. There was none with the doctor. We have currently been changed to another doctor.

It is so difficult getting started-approval, therapy, medication, - you have to really fight your way through the system. It is all very frustrating. This new caseworker seems very sharp and helpful.

# CPSA 27 Family Survey Comments

Question 28: What would you recommend to improve services?

We don't know of changes that need to be made.

My son is happy with his doctor and treatment at this time.

That the doctor listens to what my daughter is saying and feeling.

More education on kids with the mental sicknesses.

Therapists need to have more time for consistent therapy instead of being transferred, lack of money, and lack of time.

More visits made available.

I don't know other than to keep people like her therapist and the team she works with and to also teach others how important it is to help those kids at their level not ours'.

Not sure

No opinion.

Staff turnovers create difficulties with trust for families and children. Education for caregivers to handle that specific children with emotional problems are needed.

Eliminate La Frontera as a provider.

# EXCEL Family Survey Comments

Question 27: What has been the most helpful thing about the services you and your child received over the last 6 months?

one on one counseling between child and counselor. Recently transportation has been provided so I didn't need to take time off of work.

transportation

with so many families moving to yuma, its getting much bigger, we need better Dr then we have transportation, excell needs better counselors that understand not the young one, they they have

the medication

my son knows that he has other people who care for him unconditionally

meds

the meds

staff assistance. They listened, when the school was responding to my son in a manner that was counterproductive they stepped in and assisted me

have not received any services

nothing

his doctor changed but (Name) and (Name) knew (Client Name) and knew what he needed, and I respect them very much. He gained 5 pounds in 3 months that's great

he has a better understanding that he can be helped through things that are beyond his actual control, and medication is very necessary to help

able to get school work done most of the time

my child never finished all of her counseling and never seen the psychiatrist like she was supposed to. They always sent notice on the day of the appointment.

my son is learning that is Ok to express emotions that he has before kept tucked away within himself.

after school programs

after school program is great but waking them up a 1 hour early from school I don't now

# EXCEL Family Survey Comments

Question 27: What has been the most helpful thing about the services you and your child received over the last 6 months?

liked that psychiatrist and therapist were interested in my chids problem and everybody was very nice  
lo que mas me gusto fue que el siquiara el terapeuta se interesaron mucho en el problema de mi hijo y  
to do el personal, nos atiende my bien

His behavior has changed , he is more calm, finihed homework. Is more altentive  
que su comportamicrto ha combiado, es mas trunuilo, termina la tanea

the thing that helped the most was meds  
la cosa que me ayudo mas fue la medicina qe me han recetado

to talk to the dady therapist  
el conversor con la sieta terapaista

helped to control his anger, and does not hit his brois and sis  
lc ayudo a controlar su enogo y dedar de golpear asus hermanas

# EXCEL Family Survey Comments

Question 28: What would you recommend to improve services?

before and after school day care/recreation for those special needs children of parents who work. Counseling for grand parents who are care the children

have a better Dr. not one that can't understand. Should be a child phys not one that also treats adults

to have a hospital treatment center here so that when there is a crisis they could be placed instead of always waiting for a place.

stop changing doctor so frequently

I wish that my ex-husband would get more involved in the counselling process with our children

Don't change Dr. the kids were changed and it was very hard. There meds were change and everything went down hill. Thing are back to normal now. There back with Dr. (Dr. Name).

keep one doctor, don't change. Its to hard on the kids the meds were al changed and they went threw hell to get back

more money, these have been time when programs that would have aided my child were not available because there weren't enough funds

to have more lilensed, qualified throgh an university doctors, counselors, therpists. All other staff needs to be trained adequtly in specific fields. The communication greatly. Needs improving I was very dissapointed in the graduation steps that my child accomplished to get out of program

definitely less medications and more aggressive therapeutic services for family

nothing

my grandson's youg age make him extrenely hard to treat. Maybe research was to handle youg kids without drugs

better counslers

# EXCEL Family Survey Comments

Question 28: What would you recommend to improve services?

let people know at least 1 wk in advance so they can plan around schedules. I was really disappointed with this. My daughter can really use the help

I could only wish my exhusband would be more receptive and active in therapy with the children

wait until children are out of school to pick them up

If you could only pick up the children from school once a day it will be perfect

That parents would meet with other parents and talk about their needs with the doctors or therapists of course  
que los padres tuvieran reuniones con otros Padres y platicar sus necesidades, claro junto con los doctores y terapeutas

For me everything up until today is good  
Porque mi todo hasta ahora todo esta bien.

to better services I recommend that Dr. (Dr. Name) come back to excel  
para mejorar los servicios recomiendo que el doctor martinez volviera al The EXCEL Group

that they have more children's specialist and not send them to the adult psychiatrist which is not the service

a little more time  
un poco mas de tiempo

# NARBHA Family Survey Comments

Question 27: What has been the most helpful thing about the services you and your child received over the last 6 months?

UNDERSTANDING OUR NEEDS AND PERSONAL PROBLEMS

BACK UP WHEN STRESSFUL SITUATIONS ARISE

EVERYTHING IS FINE

OPENED UP COMMUNICATION LINES AND IDENTIFIED ITEMS OF CONCERN, ALLOWED SAFE FORUM FOR EXPRESSION

CHILD IS EXPRESSING HIS FEELINGS BETTER

CONTINUING MEDICATION. NICE STAFF AND I LIKE DR. (Name) A LOT

AVAILABILITY OF GETTING MEDS FILLED OFF HOURS

(Client Name) HAS SOMEONE TO TALK TO

(Case manager name) IS GREAT. HE WORKS VERY WELL WITH (Client name) AND HIS BEHAVIOR SHOWS IT

CHANGING HIS MEDICATION TIMES TO COMPENSATE FOR TROUBLING BEHAVIORS AT HOME

(Case manager name) WAS GREAT WITH US. SHE UNDERSTOOD (Client name) AND KNEW WHAT SHE WAS GOING THROUGH.

NOT ONE THING IN PARTICULAR THAT WAS MOST HELPFUL

THAT OUR CASE WORKER/COUNSELOR DID AGREE WITH ME WAS COMFORTING.

STAFF TALKING WITH MY CHILD TO UNDERSTAND HIS CONDITION MORE

THEY ARE THERE WHEN YOU NEED THEM, ESPECIALLY IN TIME OF CRISIS. CAN DEPEND ON THEM.



# NARBHA Family Survey Comments

Question 27: What has been the most helpful thing about the services you and your child received over the last 6 months?

TELEPHONE CONTACT WITH THERAPIST WHEN NO APPT. IS AVAILABLE

TALKING TO COUNSELOR EVERY WEEK OR SO

EVERYTHING WAS RIGHT ON TARGET. (Case manager name) WAS GREAT.

TRYING NEW MEDS AND GETTING DOSAGE RIGHT

THAT I CAN GET MY CHILD THE MEDS HE NEEDS WITH THE FINANCIAL HELP

CHILD'S COUNSELOR COMES TO OUR HOME AND HAS REALLY GOTTEN TO KNOW US AND VICE VERSA

DR. (Name), MEDICATION AND TRYING TO GET (Client name) TREATMENT

NOTHING. PHONE CALLS WERE NOT RETURNED, STAFF INCONSIDERATE WHEN MADE A CRISIS CALL. SAID THEY HAD MORE IMPT. THINGS TO DO.

NOTHING

NOTHING

GETTING (Client name) MEDICATION APPROVED, SAFEWAY PHARM. HEL, (Name) HAS ALWAYS BEEN THERE FOR US.

MEDICATION FOR CHILD

THE WEEKLY FAMILY THERAPY VISITS AND MED. MONITORING

MEDICATION

GOALS WERE SET, COMMUNICATION DEVELOPED, SOMEONE TO TALK TO WHO WAS LOVING AND UNDERSTANDING

# NARBHA Family Survey Comments

Question 27: What has been the most helpful thing about the services you and your child received over the last 6 months?

THE FACT THAT THE THERAPIST IS GETTING ADDITIONAL ATTACHMENT AND BONDING TRAINING

RITALIN W/OUT COST FOR MY ADHD BOY. A GREAT DR. ; GETS INVOLVED IN CLIENTS' WELFARE

EVERYONE IS VERY HELPFUL . I APPRECIATE THE PERIODIC PHONE CALLS JUST TO SEE HOW MY SON IS DOING.

THE WAY THEY HELPED US WORK OUT OUR FAMILY PROBLEMS AND THE WAY MY SON LOOKS AT HIMSELF AND OTHERS

COOPERATION WITH SCHOOL AND THE HELPFUL ATTITUDE. I FELT THEY WERE ON OUR SIDE AT ALL TIMES

HAVEN'T BEEN THERE IN A WHILE BUT IT WAS MOST HELPFUL

WE HAVE ENJOYED GOING

COUNSELOR HAS TRIED TO HELP US WITH THE AREA THAT ARE NEEDED BUT DUE TO FINANCIAL RESPONSIBILITIES WE'VE HAD TROUBLE GETTING HELP NECESSARY

MEDICATION

THERAPIST WENT TO THE SCHOOLS TO CONDUCT COUNSELING

# NARBHA Family Survey Comments

Question 28: What would you recommend to improve services?

PROMPTNESS IN APPTS BY SOME

MORE STAFF SO INDIVIDUAL WORK LOADS COULD BE REDUCED

KEEP UP THE GOOD WORK

QUITE SATISFIED WITH CURRENT SERVICES

TRANSPORTATION FOR FAMILIES OR CHILDREN TO MAKE THEIR APPTS.

DON'T MAKE PEOPLE TRAVEL SO FAR

MORE MALE COUNSELOR

GET (Client Name) IN TO SEE THE DR. SO HE CAN BE DIAGNOSED WITH ADD AND GET HIM ON MEDS

TO KEEP THERAPY SESSIONS CONSISTENT

DETAILED INFO GIVEN TO ALL PATIENTS ; WHAT SERVICES ARE PROVIDED, WHY THEY WOULD BENEFIT, SUMMER PROGRAMS AVAILABLE

NONE

BEEN SATISFIED WITH THE SERVICES SO FAR

MORE WORKSHOPS FOR PARENTS AS A GROUP. SHOULD BE ABLE TO REACH CASE WORKER ON WEEKENDS AND EMERGENCIES...NOT CALL A CRISIS LINE TO TALK W/ANYONE

WHAT THE STAFF IS DOING NOW IS OK WITH ME

NOTHING REALLY. DOING AN EXCELLENT JOB. THANKS!

MAKE CHANGES IN REQUIREMENTS FOR QUALIFYING FOR YOUTH ADVOCATE PROGRAM

# NARBHA Family Survey Comments

Question 28: What would you recommend to improve services?

THERAPIST TO SEE HIM MORE AND TALK ABOUT HIS FEELINGS ON WHY HE HAS A BEHAVIORAL PROBLEM

NOTHING

HAVE MORE THAN ONE DR.

IF APPTS. ARE RESCHEDULED, NOT TO BE PENALIZED OR TREATED WITH CONTEMPT

CAN'T THINK OF ANYTHING

MORE MONEY, MORE STAFF, MORE TREATMENT CENTERS. I'M VERY DISATISFIED WITH THE LAST FEW YEARS

STOP CHANGING DRS. SO OFTEN, RETURN PHONE CALLS, STOP PASSING THE BUCK

ACTUALLY FEEL LIKE THEY REALLY CARE. I FEEL THEY ALL ACT LIKE IT'S JUST A JOB

OUR DAUGHTER HAS A NEUROLOGICAL DISORDER- THERE IS NOTHING THAT NARBHA CAN DO FOR HER BUT BECAUSE RX MUST GO THROUGH NARBHA WE HAVE TO GO. WASTE.

SPECIFIC COUNSELING FOR (Client's Name) L.D. AND ADHD

MAKE APPT. TIMES WHEN HE OR I DON'T HAVE TO MISS SCHOOL OR WORK

CAN'T THINK OF ANY

WE'D LOVE TO HAVE RESPITE AVAILABLE WE HAVEN'T BEEN ANYWHERE BY OURSELVES FOR 3 YEARS

NOTHING, EVERYTHING IS PERFECT

TURNOVER IS A CHALLENGE AT THE CLINIC. CURRENT THERAPIST IS LEAVING IN THE NEXT FEW WEEKS

# NARBHA Family Survey Comments

Question 28: What would you recommend to improve services?

KINGMAN IS BADLY IN NEED OF A COUNSELOR FOR PROBLEM CHILDREN. LOW PAY MAKES IT IMPOSSIBLE TO RETAIN ONE.

NO RECOMMENDATION

MORE ONE ON ONE COUNSELING

MORE STAFF

NOTHING

PRETTY HAPPY W/SERVICES. NO COMPLAINTS

NEED TO PROVIDE RESIDENTIAL TREATMENT THAT'S EFFECTIVE FOR OUT-OF-CONTROL DISABLE KIDS, NOT WITHOLD DUE TO FUNDING

A STABLE THERAPIST, MORE WORK WITH ADHD CHILDREN TEACHING THEM TO INTERACT WITH PEOPLE, THE MEDS ONLY DO SO MUCH

MMHC SHOULD BE MORE UNDERSTANDING AND AVAILALBE TO OUR CLIENTS

# PGBHA Family Survey Comments

Question 27: What has been the most helpful thing about the services you and your child received over the last 6 months?

"the rapport my son had with his counselor, he felt very comfortable speaking with her."

"Having a concellor that understood my daughter + allowed her to express herself."

"UNDERSTANDING MY SON'S PERSONALITY TRAITS AND TREATMENT HELPED MY CHILD GET ALONG W/ PEOPLE BETTER."

"When we had a problem the counselor was available, she listened, provided alternatives, and worked on the issues."

"Receiving medication that allows my child to function better. The medication has helped to remove some of the occurances that have caused problems."

"THE STAFF AND DR [Dr.'s initial] WERE VERRY SENSITIVE TO OUR NEEDS"

"my child has a better feeling about herself."

"I'm not sure she has been helped in the right way"

"To find out about the wrap around program."

"The personalized one on one with my son has helped the most with his view of himself."

"The respect and understanding of staff"

"getting the medicine"

"La atencion cuando mas lo necesitaba"  
English translation: "The attention when I needed it most"

"THE STAFF WERE VERY SENSITIVE TO OUR NEEDS AND DR [Dr.'s initial] DIAGNOSED MORE PROPERLY THAN OTHERS"

"To be more thoughtful, to listen and not to bother other peoples things. He has better school grades."

# PGBHA Family Survey Comments

Question 27: What has been the most helpful thing about the services you and your child received over the last 6 months?

"aide in behaviorial prob. With child, her attitude and reactions to others"

"Needs more treatment, evaluation"

"It is very convenient for location, time for appointments, and medication. We are only getting medication for my son. They refused counseling for him."

"Gave me a lot of support and different books to read on ways to help children"

"Knowing some one cares and are willing to help those who need help the right way."

"Appointment times are flexible for the working adult."

"Allowed my girls to be a bit more confiding in myself. Especially 12 yr old. We've become closer. 10 year old still very closed."

"My daughter understands whats going on now and accepts the fact of her family life now."

"If we did not recv. this service my grandson would be failing in school"

"[Person's name] takes a lot of time + has a great deal of patienc w/ my son trys very hard to come up w/ new ideas for [member name] + solutions"

"the hours and availability and counselor understood my child"

"the office staff has always been very plesant + helpful in scheduling appts. To meet my work schedule"

"My child has begun to learn how to control his anger. Now were working on keeping him interested in school"

"The medication to help him calm down."

"The one on one with the Doctor, and the insight that we can agree and understand that something needs to be done for my child. Thank you."

# PGBHA Family Survey Comments

Question 27: What has been the most helpful thing about the services you and your child received over the last 6 months?

"Monitor meds for ADHD child"

"Doctor monitors ADHD meds."

"His Counselor has been there any time we've needed her - He knows that he can call (page) her at any time and he has done this several times."

"How to controll our selves"

"That we were able to talk about a lot of things and the councler was always understanding."

"only one women who gave us a ride to your place But that's it. We never got the right services"

"Helping my childs behaviors and understanding if some thing is wrong. Helping to build a better education for him self by working things out invidualy. Being patient!!"

"In the last 6 mos. his Counselor has been very helpful helping my son to get him from school to home - they do a lot of talk sometimes I want to talk to him - he will ask how we are doing Mr [person's last name] is a very kind man - We do appreciate his services from the Program"

"PEOPLE IN THE PROVIDER'S EMPLOY ARE UNIFORMLY HELPFUL + CARING"

"finding the right doctor to help"

"[Member name] is ADD. The Welburtin seems to be very agreeable with him - Altho he's not fixed - ther is inprovement we can live better."

"Having him on the medication has helped his concentration in school"

"there always there to talk to when I have a problem with [member name]"

"Helped her to cope with life a lot easier such as changes & positive & negative influences in her world today."

"The staff was available within minutes when we needed them during a very serious crisis"



# PGBHA Family Survey Comments

Question 27: What has been the most helpful thing about the services you and your child received over the last 6 months?

"We were able to count on our counselor for techniques to learn to cope with difficulties within our family"

"Helped calm [member name] down, helped us cope better at home, but boundaries better at home."

"N/A"

"Working on a more positive relationship with my child's younger brother + friends."

"the most thing is a food box."

"My child's school counselor has been very supportive and has been available for my child when problems develop"

"No Comment"

"Counseling provided by [person's name]."

"Dr agreed to increase medication dosage slightly"

"The way [person's name] has helped me out with problems I have + had with my "Grandson [member name]"

"I have seen improvement in staff over the last 6 mo. The counselor is better now."

"Medication."

"The communication between school & services."

"Nothing this far has seemed to help except for his medication sometimes. He still has anger outbursts."

"[Person's name] has helped up with working and understanding [member name] need and wants. And to help us work without anger with him when he gets angry and when we get angry."

# PGBHA Family Survey Comments

Question 27: What has been the most helpful thing about the services you and your child received over the last 6 months?

"My child suffers from Reactive Attachment Disorder and there is no one there qualified to help and they don't seem to be interested in being qualified."

"Therapist was very accommodating re: times for services, home visits, etc...."

"availability of therapist"

"HAVING SOMEONE TO LISTEN"

"Los servicios le ayudaron un poco porque ella sigue llegando tarde a casa y va todavia a los trip en las clases, ella no es mala sino que activa como nina de 6 ano no le preocupa nada; ese es mi ver sobre ella."

English translation: "The services helped her a little because she still arrives home late and she still goes on the trips in her classes, she is not bad, only active like a 6 year old child nothing worries her; that is my view of her."

"one daughter was hyperact. + we got her back on medication + she is better."

"Having a counselor ([name of counselor]) at Rim Guidance. She is very helpful."

# PGBHA Family Survey Comments

Question 28: What would you recommend to improve services?

"at this time I am pleased with services rendered and the demeanor of the counselor"

"nothing"

"REGULAR REPORTS FROM COUNSELOR. DISAPPOINTED IN STAFF TURNOVER. STARTED W/ ONE COUNSELOR; SHE LEFT W/O NOTICE TO US - ASSIGNED ANOTHER FOR 1 MO - THEN REASSIGNED AGAIN."

"The psychologist is not here enough to keep a close eye on the monitoring of his patients. The amount of time he spends with the kids is not appropriate."

"Mandatory meeting with parent/guardian every quarter to assist in overall treatment."

"MORE DR'S AND COUNCELERS TO BE ABLE TO GET THE BEST HELP AT THE RIGHT TIME"

"Don't know."

"People that stay so children will not have to have 5 in 2 yrs."

"Discuss with parents or Guardians all the services available in the very beginning."

"I truly have no complaints or improvements. We are very happy with your services."

"Doing med checks only as needed. My family makes frequent visits which are unnecessary as it it. It would be far more pertinent to be able to come in as needed."

"nothing"

"todo esta bien"

English translation: "everything is fine"

"MORE DR'S 4 STAFF TO HELP WITH GROWING NEEDS OF AREA."

"Patience and understanding"

# PGBHA Family Survey Comments

Question 28: What would you recommend to improve services?

"can't think of anything"

"N/A"

"To have more counselors. Counselors that are educated enough to handel any problems. An administrator that is not rude!"

"Its not very easy to get appointments like it used to be. They have too many clients Now."

"Better staff with special gifts and talent to guide those who are in need mentaly In a positive way better solution"

"Peer groups for the children to be with others with the same disabilities and needs. More one to one counseling is needed for the patient"

"To be notified before services run out."

"Everything is great."

"N/A"

"that the one who write's the medicin take more time w/ kids my son in less than a 1 1/2 yrs was on 12 different meds."

"more aggressive anger management services such as Gestalt (Rubber baton & cusion to beat) to release some of the physical stuff they go through"

"Get rid of [person's name]. Her people skills are so bad. She's rude + has a "holier than thou" Attitude. She should most definatly not be working with kids."

"More follow-up contact in between meetings."

"More information about what is going on about diagnosises, procedures and other possible suggest from testing"

# PGBHA Family Survey Comments

Question 28: What would you recommend to improve services?

"Share more info. On how counseling is going. And if my child is doing well in class and play time at school."

"Availability of counselors for children's problems of attachment disorder, ADHD problems etc. NOT games - build talking relationship with them."

"Qualified counselors to talk with child about issues they have - not just play games."

"Things are great."

"to have someone to talk to when needed."

"Everything is good with the services"

"get involved with clients and their problems and what you can do about it, and when I make appt, they lose the time and place."

"At this time I really don't have any ideas."

"to improve services I hope that he will help my son to Court Services when we have transportation problems to and from."

"LATER APPTS IN THE EVENING - UP TO 7:00"

"getting appt. sooner don't make the people that need the help wait so long to get it."

"I have been reading into ADD - it seems the proper diet has a lot to do with it. I am doing this - And it does help a bunch. Seems sugar gives him a big reaction as in sodas - candy - cakes cookies"

"That your psychiatrist use other tests to determine ADD/ADHD along with the Conners scale"

"don't need any improvement"

# PGBHA Family Survey Comments

Question 28: What would you recommend to improve services?

"More staff & one on one time with kids"

"I can not think of any think."

"I can not think of anything that will improve services"

"can't think of anything."

"N/A"

"Less pressure to medicate our young children + try alternatives. I have had a lot of pressure to medicate and I believe my child is doing well w/o meds."

"them to come on time."

"Services have been adequate and have proven helpful."

"for the Dr's to spend more time with the patients."

"Respite service."

"More staff! - Counselors, Dr's"

"Have more Pople on staff like [person's name]. She is so helpful with Children + Older People. She knows how to handed ever thing that comes up. She always there for you no matter what the problems." FOLLOWING STATEMENTS ARE FROM ATTACHED SHEET: "If you had more people on your staff like [person's name], she will go the extra mile to help people. She is also a very understanding person. She does ever thing in her power to get things done right for the person or persons she is helping. please keep her on your staff. and get more lik her and you will have a great staff of people." "[Respondent's name and address]"

"until my son got an experenced counsler the time spent was of no help. Need adolescent drug abuse counseling program in Casa Grande"

# PGBHA Family Survey Comments

Question 28: What would you recommend to improve services?

"To have Anger Management classes for children and Classes for parents on how to cope."

"Can't think of any."

"Play therapy I think might help him so that I know how to help him."

"We still kept that communication between us [member name] and [person's name] and [another person's name] with the school and home life."

"Up to date training in helping RAD children"

"More adolescent realistic treatment plans...some of the goals weren't in best interest for adolescence. Beh. improvement."

"More time with Psychiatrist"

"INCREASE STAFF / CLIENT RATIO"

"Yo como Madre recomiendo ser mas duros en los plasticos con ella, ustedes sabran como ayudarme, ella es muy pacifica no problemetica pero como que necesita mas ayuda, gracias. [nombre de madre]"

English translation: "I as mother recommend being harder with her in counseling, you [should] know how to help me, she is very calm, not problematic, but it's like she needs more help, thank you. [mother's name]"

"N/A"

"Get contracts with closer Residential Treatment Centers + Acute Care Hospitals. Our son (age 11 then) was hospitalized 5 hours away from our home + it was a huge financial hardship for us to visit and be involved in his treatment. He was also rooming with 17 + 18 year olds who were horrible influences + talked to him about very inappropriate things. We will never allow him to be placed there again!"

# ValueOptions Family Survey Comments

Question 27: What has been the most helpful thing about the services you received over the last 6 months?

Dr. (Name) gives great help and communicates very well with me. And I compliment very highly (Case manager Name) he treats me like family.

Time and appointments are great they listen to you, they also treat you with respect.

Being able to do homebound schooling

Individual counseling and final assistance

The talking with the therapist

For me to pick my time we are both in school and do the hours appts; are great.

My 14 year old is mentally retarded and non verbal. She received meds for aid in sleeping only.

Having my brother not bother me as much or irritate me.

When services were needed we were taken care of in a timely mannor. Any questions we had about medication were answered thoughtly.

Getting the correct medication

The therapist (Name)

The caring and compassion of the Dr. and staff

I get my meds as needed and only have to see the doctor every two months.

Did not receive for 6 months

Did not receive for 6 months.

I was helpful but I didn't last long enough do to the counselor not being availablel.

I thought this was what I needed. But counselor had a personal problem. Missed appts. Then stop returning calls.



# ValueOptions Family Survey Comments

Question 27: What has been the most helpful thing about the services you received over the last 6 months?

My grandson was being seen until school started. Then it became difficult to get him there. After getting this problem straightened out, then counselor became unavailable and didn't return calls.

Feedback with therapist

The doctor has given me hope.

The doctor has given me hope.

I feel safe and comfortable because there is somebody helping me with my son.

Having or, both as our counselor

Making sure brandon is on the correct medication dosage, it has really helped him.

Has made me realize the family was not following through on discipline on punishments were not strict enough. Privileges are limited depending on if chores are finished.

They have taught us as parents to follow through the discipline taught us tough love, that everything is a privilege not you bet it because.

People helped me when I needed them, worked with my schedule.

Helped me to cope with my grief and anger

There is really nothing helpful about services. You have to demand things and do things on your own, agencies are too busy to help people with services unless you call a lot or go there even then. They don't keep their promises.

Counselor was very helpful but my child lied so much we couldn't really see what was wrong.

Intense partial care, forced dealing with day to day problems. Also in home therapy, you act a lot different at home than in a Dr. office.

One of the therapists I didn't like. The other one I had was good.

She opens up now she gets along with the people she tells her problems to me, now before she couldn't.

# ValueOptions Family Survey Comments

Question 27: What has been the most helpful thing about the services you received over the last 6 months?

Dr. (Name)

The change of meds.

The change of meds

I am more able to open to people and tell them how I feel when they frustrate me instead of acting immature and getting into a physical confrontation.

We found out medication does not help our faster child.

Visits to psychiatrist to confirm appropriate medicines for ongoing treatment.

Having someone listen to my concerns however, proceeding with my wishes.

Get to talk about what bothers me.

There was nothing helpful about the services my child received. In fact I felt the services did more harm than good.

Been able to be given their right medication which has stabilized me right at this point.

Nothing! Possibly, the ability to get a medicine prescription, but I could have gotten that from the pediatrician!

Therapist is very kind and understanding.

The help that I have been receiving from the services.

Go with my mom and I help here with all the things she needs help with so I won't and I go home.

Help control ADHD

It is difficult to answer survey questions from a 4 year old child's viewpoint. Counseling has been beneficial, helping through the grieving process, anger, trauma, frustration, depression etc.

Having a little bit more money for my kids.

# ValueOptions Family Survey Comments

Question 27: What has been the most helpful thing about the services you received over the last 6 months?

Some, not all of the prescriptions were covered by Value Options

Encouragement in my parenting skills. Encouragement in moral and ethical teachings.  
Encouragement in the way I teach coping skills.

To diagnose what my child has

Well, me and my family started understanding one another.

Medical respect

That his therapist was there for him to talk to and that the doctor and I worked together to see what worked best for him.

A psychiatrist who listened to us, as parents. He respected our ideas and concerns as well as, recovering we know our child better than anyone.

A flexibility of appointments

The staff will sit and listen to you.

The therapist that was with us was excellent. He was very helpful to the whole family in dealing without problems

The doctor was in our corner and understood just what I was going through!

Obtained medications for ADHD at no cost! Haven't although we haven't really determined the right level or if this is the right med. At least he has calmed me down in the classroom.

Just the medication that I take has been the most helpful.

Help advise

We have worked in basic improvement in school and a little better home behavior.

He has improved drastically in school and with the attention that he focuses toward the task at hand

Having medications.

# ValueOptions Family Survey Comments

Question 27: What has been the most helpful thing about the services you received over the last 6 months?

Being able to have the orig. Dr. back in service.

I think the medicine that she is taking now help her.

Continuing counsling

Everyone I work with (therapist, doctor) are willing to listen and work with me.

The medication

Establishment of medication for family members. Help with school staff.

The coping skills I've learned about for family use and every day use. I also learned how to focus my anger.

I have received help when I needed it most and I received help with being able to afford my medications.

Missing school

They listen when. I talk but no help at all.. They don't even talk to my son find out why he does the things he does.

Por problemas de separasion de matrimonio.

El medicamento para la depresion.

El interes mostrado por mi hijo y nosotros gracias por esto.

Que lo tienen entretenido con cosas para que el aprenda mas y no se aburra y para que aprenda cosas nuevas.

# ValueOptions Family Survey Comments

Question 28: What would you recommend to improve services?

Very happy with my service I receive from all the staff

Nothing It's all in good hands JFCS

Find some way to have the psychiatrist not constantly run late.

No recommendation

nothing

For the doctor to know the patients better

For the mentally handicapped only home visits to deserve and make recommendations.

I would recommend to listen to the people and let them deal out their problems.

More Communication between counselor and psychiatrist especially when medication is being used.

More programs for outside activity which are more effective.

More access to help

Maybe more Doctors.

A doctor that's a little younger mine is old and takes forever to write my perscriptions.

More off it to be more available on weekends even just for a question.

More of if to be avaiable on weekends even just for questions.

Need to have in place an alternate counselor whrn problems arise

Need to be able to switch to someone else not to interrupt treatment.

When counselor are going to be oout a period of time someone else needs to take their case load.

Improve skills of sheduling people, like receptionist.

faster intake and first visit to doctor

# ValueOptions Family Survey Comments

Question 28: What would you recommend to improve services?

faster intake and first visit to doctor

everything is good

N/A

I see no need for improvement

We have a great counselor (Name) we hope to continue with her.

(Counselor name) is a wonderful counselor we hope to continue with her

Reliability in anger management

longer treatment

When services are needed and asked for don't take 4 weeks or months to get these services. They need to be done in 2 weeks or less. They wouldnot be asking for services if they felt it was not nessacery.

constant contact with school or day care with counselor.

More locations we drove 7,000 miles so far this year for services. Consideration for pastreatment. We had to start at ground zero here. Therefore services not totally efective.

N/A

I want her to let her feelings out so she is not afraid.

Provide consistent physician care. Have the same doctor follow child in hospital group home etc. changing doctors re-invents the wheel and allows for confushion as well as doctor politics.

NOTHING

N/A

I think that you could use food at very office and make it more of a homely setting instead of therapeutic.

Your services are pretty good except I would receive a card with my next appt was yesterday, last hour, or something else, It was very frustrating.

# ValueOptions Family Survey Comments

Question 28: What would you recommend to improve services?

Provisions offered are good, service providers are high turn over and often not available.

Trying other methods of treatment or diagnosis other than just prescribing more pills.

A different approach more choices for treatment rather than more pills.

Find a therapist that wouldn't treat adults as if they were 2 years old.

Nothing right now- but maybe a kids area for children to be able to play like a play room so they can play while the parent is in therapy.

Match children up with providers who can handle their problems and understand their particular problems and understand that they will exhibit these problems in their offices!

Front office staff need to be kind and more understanding. Also, meds request are handled very poorly.

I would not recommend anything because the services are great and I haven't had a problem with them. So please keep up the outstanding work thanks.

I was happy with my mom and hard is not so good so I would like to go home.

More time with the doctor and evaluations I feel we are just a number.

The counselor we are seeing is doing an exceptional job and I would highly recommend the good fit ctr. (SW human dev) to any one, seen by a M.D for several yrs, doing well, then assigned to a P.A and classified two. The mental health system failed my daughter mother of my grandson. He is now being counseled by the good fit ctr. Due to the self inflicted death of his mother.

To help others get on their feet more like get a place to stay.

Less guess work, more thorough testing and evaluations all medications be covered prescribed by doctor.

Continued visits!

To have options of what I can do to help my child's progress in life.

More staff members.

# ValueOptions Family Survey Comments

Question 28: What would you recommend to improve services?

Be able to take part in sports activities at convenient times.

Its already great you help family to come together and get the help they needed.

We seen to be unable to obtain counseling services with someone that truly understands a bi-polar, adopted child and the special issues they face.

I require 1 week to get a script if-by unforces circumstances one is needed. A location futher east.

The services are very good.

The transition to adult services was rough-mede even harder by the fact Value Options denied my adult SMI services. He is not being helped at this time. And he is falling back to old habits.

Don't know of anything at the present because we are family new patients.

Have psychiatrist available more days per/wk so you don't have to wait so long to see him, to obtain medications.

1. Extended hours for appts after 5p.m 2. Fewer case review appts. (I.E: Semi-annual instead of quarterly).

Nothing

On call PHD. 24 hr hotline

On call PHD  
24 hr hotline

More appointment availability. Having meds appointments at same time as counseling.

More convinient locations. More tiem to spend with patients. Ten minutes for 2 children is not long enough to evaluate, we always feel rushed.

At this time nothing

No opinion for improvement

Less paper work for everyone



# ValueOptions Family Survey Comments

Question 28: What would you recommend to improve services?

nothing

Integrate somekind of help with court proceedings.

Nothing is was great.

Yes, I definetly would.

Nothing

Work with child's behavioral more.Talk more to child then to mother so much.

Todo a sido exselente para mi nina y que el senor los bendiga hoy y siempre a todos gracias.

Que el siquiatra y el consejero platicavan sobre el caso y expusieran cada uno su opinion.

Mas estudios de parte de las sicologas profundiser en el problema de la enfermedad del nino y no en los problemas de casa.

No puedo recomendar nada porque todo esta muy bien los felicito.